

Assistive Technology Repair Procedures for Dedicated Student AT Devices

(Procedures for repair of AT "dedicated device" purchased for an ESE student by OCPS.)

Read all instructions before beginning.

Step 1: Troubleshooting: What is the problem? _____

Check off all you have done. If it still does not work, go to step 2.

Powering On/Off Issues

Batteries

- ☐ Are the batteries installed correctly
- ☐ Replace all batteries with known working batteries

Chargers

- ☐ Is it the right one for the device
- ☐ Is it inserted correctly into the device
- ☐ Is it plugged into a working electrical outlet
- ☐ Is the cord(s) securely plugged into the charger
- ☐ If it is plugged into a power strip, is the power strip plugged in & turned on

Power

- ☐ Is the electrical outlet working (try another electrical device that works)
- ☐ Are all of the device parts turned on
- ☐ Check all power cords to make sure they are plugged into appropriate jacks & secure

Monitors

- ☐ Is the monitor/device turned on
- ☐ Check contrast/brightness settings

Speech Issues

- ☐ Has the button been programmed
- ☐ Is the device on the correct level for the overlay
- ☐ Is the speaker set to "public speaker"
- ☐ Is a voice chosen
- ☐ Is the volume turned up

Cords/Switches

- ☐ Are all cords/switches securely plugged into the appropriate jacks?
- ☐ Check cords for fraying/damage
- ☐ Are you using the correct cords for the device?

Touch Screen Not Responding/acting right:

- ☐ Has the screen been recalibrated?
- ☐ Is the date and time set correctly?
- ☐ Is the "access method" set correctly?
- ☐ Has anyone changed the hold or release times?

Step 2: Call the vendor for technical assistance, the number is usually located on the back of the device. You will need to have the device in front of you. If the vendor decides the device needs to be returned for repair, **and** the device is under warranty, follow the directions given by the vendor. If the device is not under warranty go to Step 3.

***** When returning the device to the vendor, make sure to package the device in the original shipping box and insure the device for the replacement cost & *****

Step 3:

If the device is not under warranty -

- Is the repair cost less than 50% of the cost of the device? ☐Yes ☐No
- Is the device less than 4 years old? ☐Yes ☐No

If the answer is "**yes**" to both questions, call and make arrangements with the AT Team for repairs, you will need to attach the "**repair info**" page to the device, place the device in its original shipping box and deliver it to the AT Team office on Tampa Ave. **Do not put the device in the courier.**

If the answer is "**no**" to both questions contact the AT Team for other options.

OCPS Assistive Technology Team - Repair Info

Tape this page to the device. Bring the device, charger, and a completed prop 4 to the AT Team office.
Do not bring the case or other accessories.

School: _____ Date: _____

Contact Name: _____ Phone #: _____

Student Name: _____ Device Name: _____

Approximate date of purchase: _____

Date you called the vendor for Technical Assistance: _____

Describe what is wrong with the device. When did it stop working?
Be specific.

Return Authorization Number (RA#): _____

Anticipated cost: _____

Has the device been dropped? When, where, and by who?

Other information: